

# STATE OF ALABAMA

## DEPARTMENT OF MENTAL HEALTH AND MENTAL RETARDATION

### FY10 IT STRATEGIC PLAN

#### IT MISSION

**To deliver and support a broad range of IT services and technologies to administrative offices and program areas that provide mental illness, intellectual disabilities, and substance abuse services to the people of Alabama, in an efficient, timely and fiscally responsible manner.**

#### IT VISION

**To define and provide superior information technology solutions to the Department of Mental Health and Mental Retardation**

#### VALUES

##### Quality service

*We provide user-focused, accurate, reliable, and timely service to meet the requirements of our customers.*

##### Respect

*We relate to our consumers, employees and peers in a professional and courteous manner.*

##### Accountability

*We take responsibility for and ownership of our actions and decisions that affect our ability to earn and maintain the trust of our stakeholders.*

##### Teamwork

*We collaborate across multiple disciplines not only within our unit and with our customers to achieve the goals and objectives of our customers; we value and respect the opinion of each team member.*

##### Integrity

*We will insure public confidence in all services we provide.*

##### Dedication

*We are committed to supporting all goals and objectives of the department of Mental Health and Mental Retardation.*

#### WORKLOAD FACTORS

- # of applications supported
- # of networked users
- # of projects
- # of requests

#### STAKEHOLDERS

##### CUSTOMERS

- Department employees
- Community Service providers
- Legal system
- Other agencies
- Consumers and family members

##### Expectations

- Timely, accurate information
- Support and maintenance of hardware and software.
- Established standards, compatibility
- User friendliness; KISS
- Software functionality
- Training
- Timely payment to Community Service Providers
- Communications about available services
- Secure and confidential data

##### LEADERS

- Commissioner and Executive Management
- Governor and Legislature
- ISD
- Federal Agencies – CMHS, SAMHSA, JCAHO

##### Expectations

- Fiscal responsibility
- Compliance with policies, legislation and standards
- Responsiveness to mandates
- Measured performance
- Satisfactory delivery of services
- Meeting of Government objectives
- Accountable practices and processes.

##### PARTNERS

- Vendors
- Other State agencies and external entities
- IT Coordinators

##### Expectations

- Provide timely and accurate information
- Comply with agreed upon working arrangements, schedules and information
- Knowledgeable workforce for co-work
- Timely payment
- Communication and support for technical issues
- Operating standards
- Security, privacy and confidentiality

#### STRENGTHS

- IT senior Leadership
- Departmental leadership's support of IT
- Dedicated employees
- Relationship with IT users
- IT staff's corporate knowledge

#### WEAKNESSES

- Inconsistent and inadequate funding
- Inadequate staffing level to effectively meet mission requirements

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### FY10 IT STRATEGIC PLAN

- Inadequate number of trained personnel to effectively utilize client-server and Web-based applications

#### OPPORTUNITIES

- Expansion of IT capabilities and networks throughout the state including
- Implementation of the new state financial system.
- Potential funding support from National Health Care initiatives
- Emerging standards and national emphasis on development of electronic and personal health records

#### THREATS

- Inconsistent delivery of timely IT support by ISD
- Limitations of State personnel system hinder ability to recruit and retain technically qualified employees
- Issuance of compliance mandates without provisions for funding and staffing requirements
- Pending retirements will undermine institutional IT expertise

#### CRITICAL ISSUES

##### INTERNAL

- ICI1: Loss of corporate expertise due to retirements  
ICI2: IT Personnel training

##### EXTERNAL

- ECI1: Inconsistent and inadequate funding

- ECI2: Dependence on ISD/Finance to consistently provide timely support to department IT initiatives
- ECI3: State personnel system limits the ability to recruit qualified applicants and maintain the level of technical competence required to effectively meet support demands
- ECI4: Inadequate off-site back-up and disaster recovery.

#### GOALS

**G1: Infrastructure** - Provide high-performance recoverable transmission systems built on up-to-date infrastructure that ensures integrity and security of information connectivity by FY10.

OBJ1: Provide fully- recoverable network that maintains a utilization rate of < 20% with an error rate of <.02%

- S1: Funding  
S2: Staffing – add technician to telecommunications staff  
S3: Collaborate with AT&T through ISD to develop uniform facility transmission speeds  
S4: Monitor current utilization & error rates for comparison with new metro-e services by collaboration with ISD router group to use their tools.  
S5: Train facility IT staff on general troubleshooting of LAN and metro-e problems

**G2: Disaster Recovery** – Fully resilient and recoverable systems in place by FY10 for identified critical applications that are within department scope

- OBJ1: BIA completed by 4/09  
OBJ2: Recovery Tiers determined by 6/09  
OBJ3: Disk to Disk server backups by 12/09  
OBJ4: Disaster Recovery program document by 03/10  
OBJ5: Disaster Recovery plans for tier 1 by 6/10

- S1: Conduct BIA, summarize responses, and obtain approvals
- Conduct BIA Surveys w/ system users
  - Compile list of application in use
  - Rank importance of applications
  - Certify recovery tiers w/steering committee
- S2: Perform GAP analysis on recovery capabilities
- Determine current recovery capabilities
  - Conduct GAP Analysis
- S3: Address Recovery deficiencies
- Obtain funding for additional capabilities
  - Implement recovery capabilities
- S4: Document recovery procedures
- Document recovery procedures
  - Develop application recovery plans
- S5: Test recovery capabilities and address weaknesses
- Test recovery plans
  - Address deficiencies

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**G3: User Valued EHR** – Full implementation and use with all Mental Health facilities on EHR/HIE system by the end of FY11.

OBJ1: 50% of facility staff trained and using EHR system by FY10

S1: Complete functional analysis and design

S2: Procure EHR software

S3: Test, train, implement EHR system at pilot sites

OBJ2: Begin pilot test of HIE by FY10

S1: Adopt common client index methodology

S2: Identify, adopt interoperability standards for data exchange among intra- agency system

S3: Pilot & test HIE

**G4: IT Staff Skill Development** – To have a sufficient number of knowledgeable and reliable staff to provide information technology solutions with a high level of customer satisfaction

OBJ1: Productively identify staffing and competency needs to achieve and maintain our 2010 goals

OBJ2: All identified positions are filled with trained, reliable staff with cross training, backups and succession plans established

OBJ3: Achieve 90% customer service level from customer service survey through training.

S1: Organization – Identify required positions

A. Identify needed positions and work space

and obtain management approval (Dan Nov 09)

B. Identify KSA's for each position (Dan Dec 09)

C. Reassess and modify the organizational chart (Dan Jan 10)

S2: Recruit, hire and select needed staff

A. Determine appropriate methods of acquiring staff (Dan Mar 10)

B. Determine appropriate methods of funding positions (Dan Jun 10)

C. Contact/Hire staff (Dan July 10)

S3:

A. Develop training plan for each position ( Dan Mar 10)

B. Select and cross train backup for each position (Dan Sep 10)

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